

Results from Lewis Little Folks

NAEYC

(National Association for the Education of Young Children)

Open-Ended Family Survey

Prepared by:

Amy Sung, Parent (3-8876)

Maureen Sartain, Director (3-5265)

Carm Genaro, Assistant Director

Michelle Kenzig, Acting Board President (3-3043)

Barb Wiedenmannott, Kindergarten Liaison (3-8707)

Dave McKissock, Board Treasurer (3-6304)

Lynette Westfall, Board Secretary (3-8964)

Wim de Groot, Member-at-Large (3-7485)

Sandy Reehorst, Member-at-Large (3-5384)

Liese Nainiger, Member-at-Large (440-871-2854)

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Background

In March 1999, LLF parents participated in the NAEYC open-ended parent survey. The summary section provides an overview of the results, followed by all of the comments entered by parents. This data was tabulated in July 1999. The Board's responses were augmented in April 2000. At the end of the document are tables listing the statistics for all of the parents' responses.

Based on these survey results, the LLF director has taken actions to improve customer satisfaction. If you have any comments or questions on the survey or the results, please contact Maureen or one of the Board Members listed on the cover page. Thank you for participating in the survey.

The current LLF Board Members would like to recognize the contributions from the prior Board. Because of their efforts, they helped to make this survey a reality:

Kim Kearns
Becky MacKay
Carol Tolbert
Adabelle Narvaez-Legeza

Summary

1. We received 58 survey responses (representing approximately 75% of the families enrolled at LLF)
2. 80% have received all of the information they need about the program.
3. About 25% of the parents would like more info on how discipline is handled, how difficulties or differences are handled, and on opportunities for family involvement.

Response *The LLF discipline policy is explained in detail in the Parent Handbook. In summary, the LLF discipline policy is predicated on the belief that children should learn through positive reinforcement, daily observation and evaluation, along with timely consultation with parents as needed. Staff are instructed to immediately evaluate situations requiring discipline, redirect the child's activities, offer the child a supervised time out, and talk to the children involved and reintroduce the children back into the group. If you have more specific concerns about the implementation of the LLF discipline policy, please talk to your child's teacher or Maureen or Carm. If there is a specific action with respect to this topic that you feel necessary that the Board currently does not understand, please contact one of the LLF Board Members.*

4. 97% of the parents either fully or somewhat agree the introduction makes the child feel welcome. 97% also fully or somewhat agree the communication between administrators, teaching staff, and their family is effective.
5. 41% would like more information on their child's developmental progress, and about 1/3 would like more information about their child's day.

Response *LLF is developing a new procedure for consistently tracking children's developmental progress through all the LLF classes. Each class plans to conduct two parent-teacher conferences per year.*

6. 20% feel the written notes, the newsletter, and personal conversations at the beginning/end of the day need improvement.

Response *The LLF Director has restarted the newsletter, to keep parents better informed of LLF activities. Maureen and her staff are also working toward providing a better communication tool to address day-to-day observations (e.g. Xxxx appears to be coming down with a cold) or trends (e.g. Yyyy appears to consistently dislike vegetables), especially for the older children (bears+). They are extremely sensitive to provide a process that will sufficiently balance the quality time the LLF staff spends with our children with the time necessary to provide documentation.*

7. 64% either would like to, or have had no opportunity to, help with field trips.

Response *Please discuss this with your child's teacher, or Maureen. If there is a specific action with respect to this topic that you feel necessary that the Board currently does not understand, please contact one of the LLF Board Members.*

8. 52% either would like to, or have had no opportunity to, help with program planning.

Response *Please discuss your ideas with your child's teacher, or Maureen. If there is a specific action with respect to this topic that you feel necessary that the Board currently does not understand, please contact one of the LLF Board Members.*

9. 22 parents (38%) either would like to, or have had no opportunity to, serve on the board.

Response *Each year in late April or early May, an e-mail is sent to all parents asking those who are interested in serving on the Board to submit their name to the LLF Secretary, along with a paragraph stating why they would like to serve on the Board. This information is then forwarded to all LLF parents before the annual membership meeting for their consideration. Parents interested in assisting the Board through participation on LLF Committees can contact any Board Member or Maureen. . If there is a specific action with respect to this topic that you feel necessary that the Board currently does not understand, please contact one of the LLF Board Members.*

1. What other information would be helpful?

1. Having lunch with your child - what is the procedure?

Response *For infrequent, special days (e.g. birthdays), simply notify the office by 9:30 a.m. that you would like to join your child for lunch that day (to ensure that sufficient food is prepared), and then join your child for lunch. Parents are always welcome, but if they bring their own lunches, LLF would be very appreciative.*

2. Documents concerning how the center is operated who has what authority to do what, etc.

Response *See Section 2, Comment #8.*

3. Day care licensing rules for our state.

Response *The Ohio laws and rules governing child care are available for review in the LLF office. They are also available on-line at:
<http://www.state.oh.us/odhs/cdc/page2.htm>
The LLF licensing record is also available for review.*

4. The Policies Document contains all of this information but is not distributed on a regular basis. Parents receive it when they first enroll but it should be distributed yearly with any new mods to it.

Response *It was recently distributed electronically to parents. The latest version of the Policies & Procedures document is available on the LLF web page at
<http://www.lerc.nasa.gov/WWW/Clubs/LLF/members.htm>*

5. Let parents know when children go outside. Maybe not in the summertime, when they always go outside. Can we add this to one of the standard forms. The teachers can just check it off, when they take some or all of the class outside. PS: Yes, sometimes it is obvious (mud etc) that the child went outside.

Response *The staff will consider adding this to the standard form. The general rule is, if it is above 32F outside, then all the children will go outside to play.*

6. A "database of parental suggestions/inputs", and reasons why they were/were not implemented. A suggestions/complaints committee made of parents, a separate entity from the board, and the administration, to prevent "conflict of interest" in charge of this aspect. More info re teachers and administrator, hiring procedures, references. Is a background check required? It probably should.

Response *Background checks are required for all LLF employees (per State rules). The staff is finger printed and their background information is sent to the appropriate authorities for review. A new document is being generated to address roles and responsibilities of the LLF Board. Procedures for timely responses to suggestions and complaints should be addressed in the new document.*

7. In the area where disciplines are needed, I will think it important for LLF and the teaching staff is very clear about what procedures to follow. From my own observation, I see teachers choose their own discipline standards and methods. I often see, admittedly a small percentage of the staff, yelled

at children with loud voice for what the children did wrong. What was missing was what was the right way of doing things. This might be an area to work on.

Response See "Summary" section, response to item #3.

8. I would like additional information about Kindergarten, enrollment, tuition, and registration. I would also like more information about the areas that I've indicated above. I was supposed to have received some type of information package prior to my daughter xxxx enrollment in January. I did not receive any type of enrollment package and I would appreciate that information at this time.

Response Requested info was provided to this particular parent.

9. Explain what NAEYC is and why we are pursuing this accreditation?

Response NAEYC stands for The National Association for the Education of Young Children. The organization was founded in 1926, they "exist for the purpose of leading and consolidating the efforts of individuals and groups working to achieve healthy development and constructive education for all young children." To become accredited, centers must demonstrate a commitment to providing a high quality program for young children. Accreditation criteria include health and safety, staffing, staff qualifications, physical environment, and administration, and are far more stringent than the State criteria. Primary consideration is given to the nature of child's experience, with the greatest emphasis placed on the quality of interactions among staff and children and the developmental appropriateness of the curriculum. LLF is pursuing accreditation to increase the quality of the LLF program. Moreover, there is a federal directive that all day cares located on federal property need to be accredited, of which we must comply.

You can learn more about NAEYC at <http://www.naeyc.org/>

10. None that I can think of right now.

11. It would be helpful to have copies of some of the forms, i.e., medical in the handbook.

Response The Parents' Policies and Procedures document has been recently updated. This is a good suggestion for our next version.

12. What is the policy for when teachers or other workers are sick since they can spread colds, RSV, etc. When they come in contact with the babies.

Response As indicated in the Policies & Procedures, the rules for communicable disease apply to both the children and the LLF staff. Thus, staff members are not permitted to work at LLF if they exhibit signs of a communicable disease. This is discussed periodically at staff meetings. However, in general the communicable diseases listed in the Policies & Procedures are for serious illness (vomiting, axial temperature over 100F, severe stomachache, etc.). "Mildly ill" (i.e. experiencing minor common cold symptoms) children/staff members are permitted to attend/work at LLF.

13. I'd like to be kept informed as to when Xxxx is disciplined and why.

Response See "Summary" section, responses to item #3 and #6.

2. What could the program do to make the introduction better for your child and family?

1. Have a day that the parent actually spends the day with the child in the classroom
2. Provide all pertinent and current documentation and information pertaining to the program. I think the children that are just starting the center should be given more transition time. The parents should be encouraged to visit several times in the week before starting to introduce the child to the new environment. It seems that one quick visit for an hour or two is not enough.

Response *There appears to be several concerns about inter-class transitions. This probably needs to be assessed further.*

3. Hmm. What program are we referring to here? Which introduction. To LLF, to NAEYC, or to the latest room that child is enrolled in?
4. Question/answer session with teacher(s) before child officially starts in a room (like a parent/teacher conference). It is not easy for a child to start daycare or even change teachers, lets prepare them better for this transition.
5. Consider adding a parent/teacher conference after the 1st week (or so). The idea would be to give both parties (staff and family) a chance to chat about how things are going.
6. The introduction that I received when our first child was admitted to the program was fantastic and didn't think there was anything more to be added. We were introduced to the program, the activities, the teachers, and toured the facility. If, I could venture to add would be for the director to suggest to the parent to generally introduce their child(ren) to the daycare by slowly coming to the daycare for a few hours the first day and stick around for an emotional support (for both the parents and the kids). The second day, increase the hours a bit longer. Eventually, by the end of the week, the child will be warming up to the place and the idea of separating from their own parents. I regretted not having done that with my first child and if I could be given the same opportunity, I will choose to introduce him generally to the daycare the way I described above.
7. Can't think of any improvements at this time.
8. I believe more information can be supplied with regard to the overall organization of LLF. How is LLF run by the directors, how are the directors elected, what is the length of their term, what is the official role of the parents that have children in the organization, are there by-laws for LLF, is there a space act agreement with NASA, what inherent legal liabilities does LLF have, do these liabilities ultimately rest with the parents, what provisions are in place to leverage these liabilities?

Response *Most of these questions are addressed in the LLF Charter & By-laws, which are available on the LLF web page. In brief, LLF is a non-profit corporation formed under the laws of the State of Ohio. Corporate affairs are administered by the Board of Trustees. Trustees are elected for two-year terms at the annual General Membership meeting, with four Trustees elected in even-numbered years and three in odd-numbered years. Yes, LLF has a Space-Act agreement with NASA. Regarding liabilities, LLF has insurance to assure that the U.S. Government, GRC, its Director, its employees, and the Trustees are protected from group or individual liability associated with the Corporation's activities.*

9. The introduction day before the child actually starts is a good policy.

10. I felt the introduction was friendly and informative... no need for improvement.

5. What other information about your child would you like?

1. When is the next parent / teacher conferences - is this on a particular schedule?
2. I have a child in the ZZZ Room, and like the fact that Miss YYY has started informing parents regarding what each child has done that day. She is using it as a communication tool with parents, and has just started this past week (2/1/99). I think it's great, and hope that I will start getting a sense of my child's development progress from the teacher's perspective (instead of my own biased opinion).
3. Perhaps more frequent parent-teacher conferences might be considered. They change so fast at this age, once a year may not be often enough.
4. The type and amount of food eaten at lunch. This stops when they become Bears.
5. The way interaction takes place with other children.
6. Miss YYY from the ZZZ room just started sending home a little note (daily) listing activities and how xxxx has done. THIS IS A GREAT IDEA. Why don't all the teachers do this?
7. My child's teachers do an excellent job at keeping me informed about my child. They are always receptive to my questions and requests.
8. A daily report, including time-outs, and reason why. A sign notifying if there was a fire drill. Fire drills can be overwhelming for some children, it will help if the parents are aware of this fact before the child leaves LLF.
9. Eating habits
10. More info on what kind of day the child had. My child has told me she was in time out or that someone hit her and I unless the teacher has mentioned it, I have no idea what actually happened. I don't necessarily want to know about everything little thing but I guess I would like to know if she is getting in trouble for things or having problems with other kids. I fully expect both of these things to happen at times--just want to be aware when they do.
11. Shortly after a transition (such as from Bunny to Duckling), perhaps a "transition adaptation" form could be developed, for the staff to assess how well the child is adapting to the new environment.
12. More day-to-day status reports: did he have a good day, what did they play, etc.
13. My comments are more directed at what I would like to see rather than additional information. I would like more information on the curriculum and how one class builds on another from year to year. I would like to see more student-directed activities.

Response *Curriculum goals have been posted in each class. Plus the classroom goals are also on our web.*

14. I found myself asking more than the standard codes provide. When my son comes from coughing, I like to know if there is coughing going on in the class in general or is he spreading the germs to the class. If my child is injured, I would like to see more than merely an accident report. How it happened, why it happened, did this type of accident occur before, will it likely to happen again, are there any measure to prevent it from happening again, and how? These are the questions ran through my mind every time I received an accident report. More often than not, I will pick my child up after 5:00pm when most regular teachers are gone. The person who handed me the accident report usually could not answer most of my concerns. Do the daycare compile a list of accident occurred in the facility and how to work the numbers down?

open-ended Family Survey (LLF self-study)

Response *Accident reports are often assessed by Maureen and Carm to search for patterns, etc., to minimize repeat occurrences.*

15. Can't think of anything to add.
16. None that I can think of right now.
17. It's helpful to know what this child eats and meals. If I had to guess, I would guess xxxx never eats the fruit or veggies. I do miss getting the report on changes (diapers) etc. but realize with more kids in puppies, it would be hard to maintain.
18. At times, it's hard to talk with the teachers about my child or get detailed info since teachers are so busy in this room. More detail on what the child did that day and how they acted. Viruses, illnesses, and communicable diseases are passed around very easily in the bunny room. Parents need to be better informed on when a child should stay out and when school should be notified ASAP about such cases of communicable diseases RSV, chicken pox, etc. More needs to be done so things don't spread so easily. And parents of babies are informed ASAP, prior to a school day, of other children who are sick.
19. I thought the daily reports for the puppies were a good idea.
20. Almost always (that I feel that I am kept informed about all aspects of my child's experience.) Aside from the disciplinary action info, perhaps, more frequent information concerning xxxx's social and scholastic development.
21. (1) Child's day events for older children could be enhanced. (2) Child's developmental progress could be provided twice per year.

6. What other ways of communicating with staff members would be helpful?

1. I personally have a problem with the bulletin board way of communication since I do not drop off or pick of my daughter. I have to rely on my husband to check this stuff out, something he rarely does. So I feel out of touch on some things.
2. A newsletter might be an appropriate way of communicating news about Board of Trustee meetings, parent concerns, enrollment, fundraisers, etc. A well-maintained Web site would be a preferable substitute.
3. E-mail addresses for all the staff; they could share one centralized computer.
4. It's hard to share thoughts with the teacher's daily.
5. Board and administrators need to follow the bylaws and procedures that are written. They need to inform parents of actions that are to be taken so that they may be voted on as required in the bylaws. Instead, the board and administration runs a "secret society" where questions and input from non-board member parents are viewed as threats and accusations and their actions are rarely reported to the parents.
6. Staff access to email
7. Several people of the staff have made ethnic stereotypical remarks or their actions have lead me to believe that they may not value diversity. This may be an issue with a portion of the staff - other members of the staff are great. I believe the remarks were made out of ignorance and I challenged them; never the less, as innocent as they may think the remarks are - they should not be made
8. Let's just work in the areas that need improvement.
9. Parents have provided pager numbers to teachers for use as needed. When child becomes ill, teachers are reluctant to use pagers to contact parents.
10. If staff would like to in the future they could communicate electronically.
11. The simplest way of communication in my view will be a friendly greeting when a child arrives the center. Usually, the time when I drop off my child coincides with his regular teacher's break time, so he was received by his "non regular" teacher. I have to say that my child was rarely welcomed or greeted when he arrives. In his previous class, he was always; always greeted when he arrived by his regular teacher and he mentioned the teacher at all occasions, regarding her as a friend of his. That is not happening with this new class where he is in now. Greeting and friendliness, that's all it takes to be effective in communications.
12. Pretty well covered above.
13. When will the rooms get Internet access?
14. Would like to have more than 1 conference/year.
15. I feel rushed in talking with the teachers when I call over to the bunny room and at times, it's hard to hear when a baby is crying.
16. In addition to the class monthly activity calendar, I would like more timely and detailed information (a memo) on special projects and events. (NOTE. On question 6, How would you rate these ways of communicating with staff members, the participant stated "Newsletter??? Great idea! I'm not aware of one now.)

17. E-mail is used very effectively by LLF director.

7. In which other activities would you like to participate?

1. I'm available for anything.
2. Voting on the actions taken by the LLF Corporation as stated in the bylaws.
3. If I come and visit, my child is upset when I leave; so I can't come for a snack, or activity; unless it is near the end of the day.
4. My son's elementary school has a Room Parent that helps organize the year's parent helper activities, room activities and holiday parties. The Room Parent works with the teacher on specifics and helps coordinate volunteers for games, snacks, and arts and crafts for the activity. It seems to be very helpful to the teacher and gets the parent involved. A sign up list goes out at the beginning of the school year that lists all of the things that a parent can volunteer for.
5. Parent day, something like show-n-tell, so that the kids can feel a TRUE connection between home and school.
6. I feel that I have had an opportunity to participate with my child's daycare experience completely. I would be very interested in serving in the board to bring about some positive impacts to the daycare.
7. None that interest me right now.
8. Although I would like to participate in other activities, my tight schedule is the problem.
9. Getting real Internet access to the building. How about building a covered walkway over the sidewalk? It is a really long walk during inclement weather. Security is always a concern. I don't like open access to the building. Parents should have a keycard. This will be easier to implement once the lab goes to a new card system. I hope the director and board look into participating. You can never be too secure. That was the first difference we noticed between the facilities we toured.

Response *Since relocation of LLF is likely due to airport expansion, any major building modifications would need to be thoroughly examined.*

10. Board meetings are held at times that make it difficult for the non-NASA parent to attend.

Response *LLF Board meetings are now held at different times to be more compatible with the schedules of our parents.*

11. I would like to see better communication between the board/director and parents who do not have e-mail. The bulletin boards could be used much more effectively than they currently are. Meetings are not announced, minutes are posted very late, special notices aren't received until too late.
12. Other than the above mentioned, I can't think of any additional. (NOTE: the parent indicated on the "Helped on field trips: would like to, if events coincide/or do not conflict with my work schedule.")

8. How do you think staff members feel about your child?

1. I feel they think of her as part of the family.
2. Generally, I believe the staff members have a positive attitude towards my child.
3. I think the staff cares a lot about my child and all of the other children, too.
4. I think they genuinely care for her.
5. well-liked
6. In general, they like my child.
7. I feel they are very intuned with my child.
8. They like him
9. Good.
10. caring, friendly
11. Positive, concerned, caring
12. I walk out of the daycare center every day and feel that my child is loved and well cared for there, sometimes better than at home. He feels comfortable, and secure in his present class, with his present teacher. I am extremely PLEASED with the staff members. One thing that sticks in my mind is that not only do the immediate teachers know his name and greet him, but so do the director, assistants and cafeteria and cleaning women are just as caring and sincere.
13. The staff seems very interested in the development and health of my child. They are great at letting me know what special new thing he did that day. This lets me know that they are spending quality time with him.
14. Enjoy her usually happy and pleasant demeanor. I feel that my child does get some affection from the staff, but there are times, in my opinion, my child is left crying for too long a period. The effort made to offer my child a bottle/bottle is unsatisfactory. I have witnessed a severe decrease in intake and noticed their procedure is inadequate (the thought that if a child's hungry enough they'll eat, should not be the method used to feed a child).
15. No idea!
16. I think they like my child.
17. I feel the majority of the staff truly care about her and her well being.
18. The staff members always seem to make my child feel welcome each morning. Overall I am pleased with the care my child receives at LLF.
19. Teachers are caring for children in their classes. LLF has a very dedicated staff, and they seem very concerned about the health and welfare of our child.
20. Positive
21. Overall I think staff members like my children. Whenever staff members express concerns or compliments to me regarding my children I respond. I think staff members like to communicate with parents when they know positive behavior will be reinforced and negative behavior will be addressed. I consider staff members and parents team members in the care of children.
22. They like my children. I believe they give equal caring care to all the children.

23. My child is rather independent is quiet. He does make much noise and I often wonder if the teacher will ever notice his existence. He is so good in working on his own that in a regular class setting, teachers are less likely to devoted themselves to those who doesn't make much demands.
24. Xxxxx has been at the day care for only a short time at this time it is difficult to say what the feelings of staff members are towards her.
25. Genuine care for his well being and development.
26. I think staff members not only care about my child but also like him.
27. I believe they feel xxxx is doing well. I am not sure what they think of xxxx.
28. They appear to like all the children equally.
29. I think they like her. My daughter seems to like them.
30. The staff is very attentive of the needs of my child.
31. Positive... what would any parent say about this question.
32. I feel staff members really look after my child very well.
33. Very positive.
34. The staff members make me feel as though they are very concerned about my children and their welfare and they enjoy them in their classrooms.
35. The staff members seem to take a genuine interest in my child. She is warmly welcomed every day by the teachers, and my child responds to them very well. My child is extremely comfortable around all of the teachers and trusts them.
36. We noticed that a selected number of staff members are actually loving and caring for the kids - this is wonderful for a parent to see! Although, we still feel that it's just "a somewhat unpleasant job" to other staff members.
37. I think my child is well liked and is treated with respect and kindness.
38. Feel xxxx and xxxx need to be separated. Parents agree.
39. It looks like they like them.
40. Xxxx is so social I think he warms anyone's heart. Xxx, I worried will be thrown out due to "biting".
41. They seem genuinely concerned about him.
42. They recognize both his faults and his assets.
43. I've been told by them that they are well behaved (for the most part!!), fun, and the teachers enjoy having them in their classroom.
44. His teacher, Miss YYY, does a wonderful job instilling good values in all the kids. She treats them with respect and love.
45. I feel they all have a genuine concern and a loving, caring attitude toward the children. I am always confident in leaving Xxx in their care.
46. I feel my son is a loved & valued member of the LLF family.

9. How do you think staff members feel about you? Do they respect your opinions? Are they open to your suggestions?

1. Mutual respect and they are open to my suggestions
2. Positive, value my input
3. I appreciate the way staff members try to accommodate my requests as much as possible.
4. They are open to my suggestions. I don't know how they feel about me, but as long as they remain open to comments and/or suggestions from me that's all that matters.
5. I believe the teachers appreciate my advocating for them and the children as they have asked me to bring several items up to the board.
6. I believe the board and administrators think I am a pain and do not respect my opinions because I have brought up several concerns about how the place operates. The administration and board say they are open to suggestions and will act on them but rarely ever do and usually don't inform the parents if they do.
7. I'm easy going, what is not to like. I think that they know I will help with any activity they are planning if necessary.
8. Friendly, yes, yes.
9. They feel OK. yes they are open
10. Friendly, positive, open to suggestions most of the time
11. I feel that they are like a family!!! Open to concerns as well as suggestions.
12. They are always willing to do any special request that I have for my child.
13. Yes, but may want us to participate more.
14. It is my feeling that my opinions are not fully respected. The staff consistently sites their experience as caregivers and former mothers as reasons why their "suggestions" should be taken to heart (that would of course be over-ruling my opinion and thoughts about my child).
15. Some are great, some need better communication skills.
16. They listen and make suggestions which I appreciate..
17. I believe that LLF staff respects my opinions. And they are open to my suggestions.
18. All staff is warm and friendly, and sincerely solicits parental inputs.
19. I think they are in general not likely to change their current habits and practices. This is true all the way from the teachers of the young ones all the way to kindergarten. So they may be open to suggestions when you talk, but nothing really changes. I think staff members like me. I think they feel they can talk to me about various issues from their personal issues to board issues and issues involving my children. I think they respect my opinions and are willing to work with me accomplishing whatever we are involved with. Overall I think staff members are not really open to suggestions. I think they will listen politely and continue as they doing. I think a parent needs to follow-up with the staff members so the staff member is aware of the parents' commitment to topic of conversation.
20. I think the staff respect my opinion and are open to suggestions.
21. I believe the teacher is wonder and is willing to work with every parent. However, I don't know what she thinks about me. I certainly know that with so many children in her room it will be difficult for

her to come out and talk to everyone. I have to say that she was very good in working with my child and us parents on his potty training. She appears to be open to suggestions.

22. Again my daughter and I have been with the day care for too short of time to discuss any feeling about either me, my husband, or my daughter. With more time I could answer this question better.
23. Staff members respond adequately to concerns, requests, and opinions.
24. I think the staff members like me and respect my opinions. When I suggest they try different things with my child, they are always willing to give it a try.
25. I think they respect my opinions.
26. Yes, they are very easy to talk to.
27. I think so.
28. No problems that I can think of.
29. I find them very responsive to my suggestions and respect my opinions.
30. Yes
31. I have had wonderful results after talking with staff members about areas I was concerned with.
32. I rely heavily on the teachers for input on my child's health and development. I am encouraged to visit often. Since my child is only xxxx old, the teachers and I work as a team in experimenting with various feeding techniques and developmental activities.
33. We're happy with most staff members; of course there are always a few exceptions.
34. I feel the staff likes me, respects my opinions and are open to suggestions.
35. Yes
36. They don't seem to run when I walk in the door. That is probably a good sign.
37. Staff is open to suggestions. I commend them on how they handle suggestions and comments by not taking it personally and by being responsive and thoughtful of the suggestion.
38. I feel my opinions/suggestions are listened to + respected.
39. I think they respect my opinions. They listen well to any concerns I have and act on them.
40. We have expressed our opinions several times and positive actions have been taken immediately.
41. Yes, very much so.
42. I feel I am treated with respect by the LLF staff.

10. Do you and your family members feel welcome in the program?

1. Yes, very much so.
2. Yes
3. Yes
4. yes
5. Most days yes. Many days no.
6. Yes
7. Yes
8. Yes.
9. Yes
10. Yes
11. Extremely welcome.
12. Definitely
13. The staff, as a whole, does care for my child and her well being. As long as this is true, my family will feel welcome.
14. It varies depending on whom you are having contact with.
15. Yes
16. Yes
17. Yes
18. Very welcome.
19. Yes
20. My family members and I feel welcome in the program.
21. Yes
22. Oh, yes. We feel that we are very welcome to the program and believe that our concerns are well addressed. However, one could never stop addressing for better tomorrow.
23. Yes
24. We feel welcome in the program.
25. Yes, we feel very welcome in the program, everyday.
26. Yes
27. Yes. The Daycare staff is a WONDERFUL group of people!
28. Yes
29. Yes. However, I think the peanut butter incident was poorly handled. I am not saying that parents would not have supported LLF's decision, but they certainly should have known the details and had an opportunity to voice their opinions. The statement that "this was an administrative decision" is without merit since the administration is accountable to the board and the board, I think, is accountable to the parents. So ultimate accountability rests with the parents. An open discussion on the issue would have avoided much of the bad press associated with this decision.
30. Absolutely

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- 31. Yes
- 32. Yes we do. I am very happy with how my children are taken care of, and I feel that they are doing well at a daycare I feel is a wonderful Learning Center.
- 33. Absolutely
- 34. Yes
- 35. Yes
- 36. Yes
- 37. Yes
- 38. Yes.
- 39. Yes.
- 40. Yes.
- 41. Yes!
- 42. The directors Maureen and Carmella make it very easy to feel welcome!!!
- 43. Yes! I have experienced other daycare environments and LLF's program is by far the BEST!
- 44. Yes, definitely.

Analysis of Survey Results

1. What information have you received about the program?	Received information	Have received information but would like more	Haven't received, but would be wanted	Not needed	No Answer	Total # of Respondents
Statement of program philosophy and goals	49	2	6	1	0	58
Payment information (fees, refunds)	50	7	1	0	0	58
Hours of operation	58	0	0	0	0	58
Holidays, closings	58	0	0	0	0	58
Termination of enrollment	46	0	5	5	2	58
What to do when child is sick	48	7	3	0	0	58
Transportation and pick-up arrangements	51	1	1	5	0	58
What parents are expected to provide (such as children's food, clothing)	56	2	0	0	0	58
Daily activities provided for children	47	9	2	0	0	58
Special events/field trips	40	4	4	5	5	58
How discipline is handled	34	14	9	0	1	58
How difficulties or differences are handled (negotiation techniques)	33	13	11	1	0	58
Opportunities for family involvement	36	15	7	0	0	58
Sub-Total	606	74	49	17	8	754

	Fully agree	Somewhat agree	Do not agree at all	No answer	
2. The introduction to the program made me and my child feel welcome ?	48	8	1	1	0
Sub-Total	48	8	1	1	0
					58

	Fully agree	Somewhat agree	Do not agree at all	No answer	
3. Communication between administrators, teaching staff, and my family is effective.	38	18	1	1	

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Sub-Total	38	18	1	1	0	58
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	Fully agree	Somewhat agree	Do not agree at all	No answer		
4. The frequency and amount of communication between staff members seems sufficient.	40	16	1	1		
Sub-Total	40	16	1	1	0	58

5. Do you feel that you are kept informed about these aspects of your child's experience ?	Feel Informed	Would like more information	Not needed	No answer		
Changes in child's health or behavior	46	10	0	2	0	58
Injuries to child	46	9	0	3	0	58
Child's meals/snacks	40	17	0	1	0	58
Events of child's day	38	20	0	0	0	58
Child's developmental progress	33	24	0	1	0	58
Teacher changes	43	11	2	2	0	58
Transitions	45	10	0	3	0	58
Sub-Total	291	101	2	12	0	406
	Fully agree	Somewhat agree	Do not agree at all	No answer		
I feel comfortable sharing my ideas and concerns with staff members regarding my child?	37	19	0	2		
Sub-Total	37	19	0	2	0	58

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6. How would you rate these ways of communicating with staff members ?	Effective	Needs improvement	Not needed	No answer		
Welcoming of parental input	47	8	0	3		58
Personal conversation at beginning or end of day	45	11	1	1		58
Written notes	42	12	1	3		58
Newsletter	32	12	5	9		58
Bulletin board	44	7	1	6		58
Conferences	48	3	1	6		58
Telephone calls	44	7	2	5		58
Sub-Total	302	60	11	33	0	406

	Fully agree	Somewhat agree	Do not agree at all	No answer		
Do you feel that there is mutual trust, respect, and communication between families and staff members?	39	17	0	2		
Sub-Total	39	17	0	2	0	58

7. In which of the following activities have you participated or would like to participate?	Have participated	Would like to	No opportunity	Not interested	No answer	
Observed classroom activities	49	5	1	2	1	58
Helped with classroom activities	28	15	6	7	2	58
Helped on field trips	12	20	17	7	2	58
Attended party or other social activity	44	8	3	2	1	58
Sharing a meal/snack	40	9	4	4	1	58
Attended parent meeting	41	13	2	1	1	58
Assisted in fundraising or other work	33	5	5	13	2	58
Helped with program planning	8	18	12	16	4	58
Served on parent council/board	7	13	9	23	6	58
Sub-Total	262	106	59	75	20	522